

Housing Referral Office 'We Care Brochure'



Courtesy of the Housing Referral Office
489-6643/6659
25 Jan 2011

Welcome to the Kaiserslautern Military Community

The Housing Referral Office (HRO) would like to take this opportunity to welcome you to the Kaiserslautern community. We hope you enjoy your new home and your stay in Germany!

Our primary responsibility is to assist DoD personnel locate and obtain safe, adequate housing. It is extremely important for you to understand overseas tenant/landlord laws, as they are different from the United States, and the responsibilities and limitations of the HRO.

The proactive HRO staff diligently works to locate and list housing assets. Prior to listing any unit, the property is inspected for suitability in accordance with Air Force standards. To obtain listings you may visit the AHRN website at www.ahrn.com. A military e-mail address is necessary to get registered.

The HRO is not a party to your rental contract, but merely acknowledges it and certifies that personnel assigned to the KMC have accepted an economy unit for occupancy. HRO personnel are available to assist with translation services and mediation of landlord/tenant disputes. In the event that a dispute cannot be resolved, you may be referred to the Legal Office for guidance. Ultimately, disputes that cannot be resolved through assisted mediation must be resolved through the German legal system. You are responsible for all actions necessary. **The Housing Referral Office cannot provide legal advice or enforce German rental laws.**

We encourage you to take the time to read this brochure in its entirety and recommend that you keep it readily available for future reference. If you have suggestions on how to make this brochure or any of our policies better, please let us know.

Thank you for your support in making the KMC a great place to live and work.

The Housing Management Office

KEY TELEPHONE NUMBERS

LANDSTUHL POISON CONTROL

DSN	486-8414	DSN	486-7070
Civilian Dial	06371-86-8414	Civilian Dial	06371-86-7070

AMERICAN RED CROSS

RAMSTEIN

DSN 480-2171

KLEBER KASERNE

DSN 483-8722 or 483-8702

LANDSTUHL

DSN 486-8126 or 486-7298

GERMAN EMERGENCY ASSISTANCE OFF – BASE

GERMAN POLICE

Civilian Dial 110

GERMAN FIRE DEPARTMENT

Civilian Dial 112

HOT - LINES

Information/Crisis Hot Line	DSN 480-KMC3 (5623)
Airman against Drunk Driving	DSN 489-AADD (2233)
	0631-536-2233

86 ABW/Commander's Hotline	DSN 480-8520
Fraud, Waste & Abuse	DSN 480-2457
Helping Hand	DSN 480-7777

HOUSING OFFICE
CUSTOMER SERVICE HOURS

Mon-Thurs 0730-1500

Fridays 0730-1400

Closed on German and American Holidays
and from 0730-1000 the 2nd Tuesday of each month

Assistance Section
(Assignment/termination of government
quarters, TLA, BAH/OHA) DSN 489-6671-6672
0631-536-6671/6672

Facilities Section (On-Base Quarters)
(Pre/Final inspections of government quarters, DSN 489-7108/7157
0631-536-7108/7157

Housing Referral (HRO)
(Off-base housing inspections, complaint
mediation) DSN 489-6659/6643
0631-536-6659-6643

SATELLITE OFFICE RAMSTEIN AB DSN 480-3141
BLDG 2108

FURNISHINGS MANAGEMENT OFFICE (FMO)

Customer Service DSN 489-6153
Chief, Furnishings Management DSN 489-7188

OTHER NUMBERS

(Military Phone)

Operator DSN 0
Information DSN 113
Security Police DSN 114
Civil Engineer DSN 115
Telephone Trouble DSN 119

DSN Telephone Numbers

Kleber	483	0631-411XXXXX
Landstuhl	486	06371-86XXXXX
Miesau	4813	06372-842XXXX
Panzer	484	0631-413XXXXX
Pirmasens	495	06331-86XXXXX
Ramstein	480	06371-47XXXXX
Sembach	496	06302-67XXXXX
Vogelweh	489	0631-536XXXXX
Ramstein Clinic	479	06371-46XXXXXXXX

Rental Contracts



A rental contract is a legal binding document between you and the landlord. The Legal Office has developed a contract specifically for use in the KMC. The HRO is not a party to this contract, but merely acknowledges its existence and certifies that personnel have accepted a unit for occupancy. In the event of disputes, except for the terms and conditions specifically addressed in the contract, **the provisions of local German rental laws apply**. The Legal Office is a good source for German rental law and landlord/tenant information. Housing Referral personnel can assist with translation and mediation services.

A contract may be terminated by either party without a notice period providing there is serious misconduct, for example, if the tenant is behind with at least two months rent. Any termination, regardless whether with or without notice, must be in writing.

How to Process a Contract

After finding your dream house, please use the following steps to finalize the contract:

1. The landlord completes and signs contract. Do not sign a contract until the HRO reviews.
2. Special attention should be given to the section that deals with incidental costs and utilities. If these costs are charged separately, there should be a clear reference whether they are monthly flat-rate payments or estimated costs. The method of apportioning the final costs should be stated in the contract. In the case of estimated costs, the landlord must reconcile actual costs with payments made by the tenant yearly (typically the calendar year). Actual consumption costs must be compared to monthly payments. Overpayments must be refunded to the tenant. If usage was higher than the monthly payments, the tenant must pay the difference. The landlord must provide the final bill within one year after the end of the calculation period in order to be able to collect the difference. Either the landlord or tenant may request to increase or decrease monthly payments in case of significant discrepancies between actual costs and payments. Please ensure the utility section is filled out correctly. In the block labeled meter, it must show either: estimated cost and amount, fixed cost and amount, bill or included.
3. Return the original copy of the contract (signed by the landlord) to the housing office. They will finalize your contract and forward all necessary paperwork to your finance office.

4. Once the contract has been verified and signed by the housing office, you must return the original copy to your landlord; keep one copy for your records, VAT office and FMO. Be sure you have plenty of copies and always have a copy of your orders handy.

Special Conditions

Items under this section on reverse side of contract generally override terms preprinted on the form. For example, if you sign for a minimum lease period of 1 year you cannot move to other quarters or government quarters prior to the end of the fixed lease unless the landlord voluntarily releases you out of the contract or in case of serious landlord misconduct.

Please ensure you read and understand the context of your contract, it will benefit you in the end.

Sale of Premises

The sale is often incorrectly used as a reason for termination. By law, the sale of premises does not terminate the residential lease. However, before a house is sold, a landlord can terminate the agreement under an extraordinary hardship provision, i.e., if he/she would lose at least 20% in value due to the lease. In practice, this hardship is very difficult to prove and therefore seldom successfully used as a reason for termination. By operation of law, the new owner assumes the position of the old landlord in the rental agreement. The purchaser will only be considered the new owner once he/she is registered in the “Grundbuch” (Real Estate Register). Be sure you contact us immediately once you receive notification so we may guide you in the right direction. Moves due to the sale of a rental unit are not at Government expense.

Comments

Be certain the place you intend to rent is the place in which you want to live before you have the landlord sign the rental contract. Do not pay any deposit on the premises until the contract is finalized through housing. If you pay a deposit just for taking the house off the market, that deposit may be lost if a contract is not finalized.

If you find a place and have the landlord sign the contract and receive Housing Management’s approval and then change your mind, you are obligated to give the landlord written notice in accordance with the specifications of the contract (at least 30 days, respectively in accordance with any special conditions you agreed to) and you will be held liable for rent during the period of notice. Prior to the end of the notice period, the landlord may only rent the place with your approval but does not have to do that. Of course, re-renting the apartment is in your best interest since it will mitigate your rental payment obligation. If you locate a housing unit that is not listed with Housing Referral, an inspection must be performed to ensure minimum adequacy standards are met and rental cost is reasonable. Do not make any “side deals” with the landlord, as all costs should be identified in the rental contract.

Do not arrange delivery of household goods or loaner furniture or initiate automatic rent/utility payments until you have a signed rental contract approved by Housing Management.

Security Deposit

A security deposit is intended to protect the landlord from financial loss if tenant causes damage or does not clean unit prior to termination of lease. The security deposit cannot be used as the last month's rent. According to German law, a landlord may charge a maximum of 3 months rent as deposit. However, in the KMC 1 or 2 months deposit are more common.

All security deposits are interest bearing and the interest accrues to the tenant. It must be posted in an account separate from the landlord's other assets in order to protect it from the landlord's creditors in case of insolvency. The tenant may demand proof of proper posting and withhold rent until proof is provided. Keep in mind that the landlord can hold the deposit for a reasonable time (up to 6 months) after vacating the premises as long as there are open claims (utilities, damages) against the tenant. In the event your landlord retains all or a portion of the security deposit, the landlord shall provide a written description and an itemized list of all deductions. If 30 days go by and you have not received your security deposit, please contact us. If you have PCS'd and you still don't have your deposit, you can reach us by e-mail:

86ces.cehhousingoffice@ramstein.af.mil or call us at 489-6643/6659. If justified, we will continue to assist you in getting your deposit back.

BAH/OHA/MIHA

Members who are authorized to live on the economy will receive Overseas Housing Allowance (OHA) which includes Table Rate Basic Allowance for Housing (BAH). A monthly utility allowance (if you pay utilities) is also authorized as well as a one-time Move-In Housing Allowance (MIHA). You may be able to request an advance OHA payment to help with first month's rent and security deposit; ask your counselor. Living Quarters Allowance (LQA) entitlements for civilians will be briefed by Civilian Personnel. Please call DSN 480-5774 for an appointment.

Tenant Responsibilities

The monthly rent must be paid in advance to the landlord and received on the 3rd work day per month unless otherwise agreed. If an emergency arises, speak with your landlord before it becomes a problem. You also may contact our office and request assistance in this matter. Communication is the most important part of a harmonious landlord-tenant relationship.

The easiest method in paying your rent is to provide your local bank with the bank account number (Konto Nummer) and routing number (Bankleitzahl) from your landlord; they will make scheduled payments for you. Additionally, this type of payment can be easily verified.

If a Landlord will contact our office due to outstanding rent payments, we will not only contact you, a letter of notification will also be sent to your ISG.

Be considerate of other tenants in the building. Be a good neighbor and keep stereo and television volume to a minimum. Control your children and pets.

Cleanliness is essential, particularly in the kitchen area. All trash must be disposed of on a regular basis. Insects breed rapidly given an ideal environment. Grease buildup on stoves and exhaust fans can pose a serious fire hazard. Mildew can be a problem if proper ventilation techniques are not used. Open windows on a regular basis to ensure proper ventilation.

Submit maintenance requirements (plumbing leaks, heating problems, etc.) to your landlord (in writing) and keep a copy for your records. Approach your landlord with an attitude of cooperation when identifying maintenance concerns. If you do not receive corrective action in a reasonable time, contact Housing Referral and give us the opportunity to mediate.

Keep copies of all correspondence pertaining to your rental unit along with a copy of your rental agreement/lease and requests for maintenance.

Ventilation of your home

Due to the type of construction used in Germany, ventilation is a “must” to keep your home free of mold and mildew. Please read the following instructions on how you can avoid mold.

1. Incomplete and improper ventilation may cause mold to grow on walls and on furniture. Mold can be responsible for irritant and allergic reactions. Wet weather combined with closed windows causes walls to sweat, forming mildew and mold.
2. Mold is everywhere because it's part of the natural environment. The key to mold's growth is moisture. Controlling mold is a matter of controlling moisture. Plainly put, if there is a mold problem, it started with moisture – and must be stopped before mold can be cleaned and controlled. Once the moisture problem is cured, it is very likely that the mold won't come back.
3. The following ventilation tips are provided to assist occupants in proper ventilation and preventing mildew/mold build-up:
 - a. Complete ventilation by opening the windows several times a day for 10-15 minutes. Tilted windows have practically no effect! In order to save energy and prevent cooling out of the house, apply “flash ventilation” during cold weather, that is open windows full scale for a couple of minutes to ensure cross flow of air while shutting down the heat
 - b. Cross ventilation is necessary so interior doors must be opened along with windows on opposing sides.

- c. Kitchen doors should be closed, if kitchen is being used.
- d. The bathroom door should be closed during showers or baths. If you have an exhaust fan it should be turned on while bathing. If there is no exhaust fan the window should be ajar to let humid air out.
- e. The bathroom door should be open over night and one window in the bedroom left ajar over night.
- f. Furniture should not be placed against walls. Move furniture 10 to 20 centimeters away from walls so there is air flowing between them.
- g. During winter months, the rooms on the north side of your home are colder. Make sure those rooms are heated just a little more than the rooms facing south.

4. What to do if walls are already damp:

- a. First solve the moisture problem. Then scrub the mold off hard surfaces with detergent and water and dry completely.
- b. Open windows wide so there will be a draft. Leave windows open for approximately 10 minutes. Turn up the thermostat, by increasing the temperature the air will pull moisture from the walls.
- c. After 3 to 4 hours, the air will be filled with water again. Open the windows again. You have to exchange the water filled air with dry air from outside. The cooler air has to be warmed again. Repeat this procedure. Follow this process every day for about two weeks. The walls should dry out.

If you have any questions or concerns, please contact Housing Management at DSN 489-6643/6659 or commercial at 0631-536-6643/6659.

Visitors

Let your landlord know when you have visitors for an extended period of time. Remember, communication is the “name of the game.” If your water is included in your rent or is a fixed cost, offer your landlord some compensation for the increased usage/cost to maintain a good relationship.

Renovations

If you intend to do some minor changes to your rental, i.e. painting, installing screens etc., please request authorization in writing; otherwise, you may have to restore the unit to its’ original condition at the end of the lease. Having the proper documentation will make your final walk-thru with your landlord easier. In case of major renovations by the landlord, the landlord must notify you the tenant and seek approval to perform the

renovation. During the renovation, rent may be reduced; however, if the renovation results in improved rental quality, the landlord may increase the rent.

Good Things to Know

The rental units in Germany have tremendously improved. Newer homes are much larger with modern amenities, all have built in kitchens; additionally, single homes are more common now than in previous years. The power supply is 220 volt and 50 cycles opposed to 110 volts and 60 cycles. Unless your small appliances are dual voltage you will need power transformers. Furnishings Management will issue wardrobes, kitchen storage cabinets, microwaves and major appliances (stove, refrigerator, clothes washer and dryer). They will also provide a limited number of transformers. You may want to purchase additional transformers from AAFES, Thrift Shops, or departing service members.

Damages to Property During a Move



Upon moving in/out of your economy rental, please ensure that no damages occurred by the moving company. If not reported immediately, you will be held responsible when moving out. **DO NOT SIGN A CLEARANCE STATEMENT WITH THE MOVING COMPANY IF THEY CAUSED ANY DAMAGES TO THE RENTAL.** Notify your landlord immediately and report damages so landlord may contact the company and file a claim.

Normal Wear and Tear

Normal wear and tear means deterioration that results from the intended use of a dwelling, but does not include deterioration that results from negligence, carelessness, accident, or abuse of the tenant's household, by residents, pets, or by guests.

Realtor Fees

The use of a real estate agent is usually not necessary due to the quantity of available housing in the local community and should only be used as a last resort. Local real estate agents charge a finder's fee equal to one month's rent. Check the housing list before you consult a real estate agent! Reimbursement of the realtor's fee is rarely authorized and you must have prior written approval from the Housing Management Office. We gladly provide personal assistance if you find it difficult to find a home. Call us any time for an appointment.



Quiet Hours

By German law, quiet hours are Monday to Saturday from 2200-0600 and all day on Sunday and German holidays. During quiet hours, there are to be no loud noises, to include stereos, lawn mowers, saws, etc., where it disturbs other residents. For

particularly noisy machinery further time limits apply (0700 hours to 1300 hours and 1500 hours to 1900 hours). Remember that this is the law. Administrative Fines up to 500.00 Euro can be issued for violation of the German Noise Protection Regulation.

Rental Listings

The www.ahrn.com website will help you to find adequate listings. In order to get registered you just need a military e-mail account.

Extended Absence from Quarters:

Please inform your landlord if your rental will be vacant for an extended period due to deployment, TDY or leave. Provide them with a name and telephone number of your POC in case there is an emergency. A Deployment Contact Sheet may be obtained from the Housing Office. If you are gone during the winter months, ensure the apartment is sufficiently heated to avoid freezing of the pipes.

Oil stains:

Oil stains of any size in parking lots, driveways or garages are considered environmental pollution and could end up in a fine of several thousand Euros and additional costs for the removal of the affected surface.

Schools

There are several DODD schools in the KMC and all offer excellent programs. Where you live will determine which school your child(ren) will attend. Due to overcrowding in some schools, DODDS established new school boundaries in order to have an equal amount of students in each school. Bus service is provided in most villages; please check our school bus list.

Renter's Insurance

There are several types of insurance (personal property, liability, pet insurance and legal representation) members may purchase to protect their property and tenant rights. We strongly recommend you consider buying commercial insurance to protect yourself in case of fire or a major loss. A common policy for this coverage would likely be a renter's liability insurance, which would cover your personal property and damages to your rental. "The Find-It Guide" lists several companies you may want to contact. Be smart and plan ahead!!

Tenant Protection Agency – Mieterschutzverein
0631-67127

Tenant Assistance Agency e.V. – Mieterhilfe e. V.
0631-66443



Should you have continuous problems with your landlord it would be beneficial to join the local Tenant Protection Agency. For an annual fee of less than Euro 100.00 a team of English speaking attorneys will provide legal assistance plus representation in court if necessary; however, you must be a member for three or more months. Both agencies are located in Kaiserslautern, please call them for additional information.

Tenant Protection Agency-Mieterschutzverein

Telephone: 0631-67127

Office Hours:

Mondays – Fridays 0800-1200

Mondays – Wednesdays 1300-1700 hrs

Thursdays 1400-1800 hrs Fridays 1300-1600 hrs

Please call for an appointment!



Pets are the biggest problem when clearing off- base quarters. Damages at times are extraordinary (scratched and chewed doors; urine stains, etc.) understandably, landlords want items replaced. A personal liability insurance policy can protect you if bodily injury or property damage is caused by pets. Ask your agent today how you can protect yourself with a low-cost personal liability insurance policy. Many communities require pet owners to have their dogs on a leash when walking them. Additionally, you, as a pet owner, are responsible to pick-up your dog's feces, otherwise you may be fined. Being a responsible pet owner will alleviate many problems. The following information is from the local "Pet Protection Agency" on how to take care of pets indoors as well as outdoors.

Tierschutzverein, Kaiserslautern Region

Information on Keeping Dogs Indoors

"People keeping, caring or having to care for an animal are not allowed to limit the animal's opportunity for-specific movements in a way that the animal suffers from pain, diseases or injuries."

The German Animal Protection Law states and this law is applicable to all animal owners that keep pets. If this law is violated **a prison sentence of up to three years or fines of up to 25.000,00 Euros will be imposed.**

A dog kept indoors needs proper exercise; it should be taken for a walk several times a day (at least one hour per day). Dogs are not to be chained within the apartment or kept in a locked separate room or **kennel**. Balconies, basements or bathrooms are not the right place to keep a dog. For proper sleep and rest the animal needs a clean, draft-free place

where it will not be disturbed. A clean feeding bowl and a well-filled water bowl are a must.

Information on Keeping Dogs Outdoors Keep dogs on a light chain (not more than 3,2 mm wire thickness) with two swivel joints on a rope of at least 6m in length with room to move at both sides of at least 2 m. A broad collar or harness is prescribed by law.

At least one side of the kennel has to provide a view to the outside. Chaining of a dog inside the kennel is prohibited. The dog has to be walked several times a day when it is kept in a kennel; a chained dog has to be walked for at least one hour per day. This is also applicable for dogs kept in stables, barns, storage rooms, etc.

An insulated shelter (doghouse) must be suitable for each dog size, they also must be weather protected. The doghouse is to be kept clean and dry. The interior of the kennel is also to be kept clean, dry and free of parasites.

The outside of a doghouse requires a resting board to protect the dog against excessive heat or sun, a shady place has to be available. Daily feedings and sufficient fresh water have to be available. It is the owner's responsibility to check at least once a day if the dog is ok.

Dogs needs attention, care and most importantly love. Those who offer dogs a home and apply the above requirements will be rewarded with devotion and thankfulness.

Finally we would like to emphasize that any abuse detected by animal protection commissioners will be severely punished.

Kaiserslautern SPCA

Phone (0631) 350 3666

Or (0631) 350 3667

Fax (0631) 350 3668

Pet Boarding/Kennels

Doghouse Paque'

Ramstein Village

06371-952584

The Farm Kennel

Bruchmuehlbach-Miesau

06372-8070

K9 Dog Boarding

Sembach

06302-2624

Veterinary Services

Pulaski Bks, Bldg 2928

489-7592/7068

0631-536-7592

Kaiserslautern Stray Animal Facility

Pulaski Bks, Bldg 2928

489-6588

Termination Notice/Clearing



You are required to give your landlord a 30 day written termination notice; 15 days for a short notice PCS. The notice starts the day the landlord receives your termination notice. We strongly recommend you use the Tenant's Intent to Vacate 30 Day Notice we provide. If the rent is paid by allotment, stop the allotment and pay the last month's rent in cash; request a receipt. Do not pay for the entire month unless the contract states that you can only terminate effective the end of the month.

Schedule an appointment with your landlord to walk through the unit the day you plan to return the keys. Any concerns about damages should be discussed and resolved with your landlord prior to final inspection. If you anticipate problems during checkout contact HRO and arrange for an inspector to be present. Please schedule appointments at least two weeks in advance. After final inspection the landlord needs to sign a **USAFE Form 333a**, Condition Inventory Checklist. You can download a copy from our web page: <https://www.e-publishing.af.mil/forms-pubs/>. You cannot be cleared from virtual out-processing (Air Force members) until a signed USAFE 333a stating no debts or claims against you is provided to HRO. Make sure you keep a copy for your records.

Utility/Companies/USAFE Form 333a

When moving in, make certain you and your landlord annotate all meter readings on your USAFE Form 333a during the initial walk- thru. Return the completed form signed by your landlord (listing all discrepancies found in your home), within 15 days to the HRO. Retention of form will help eliminate disputes on move out.

Contact your utility companies to arrange for meter readings, i.e., electric, gas and water when moving in or out. The address and telephone number for utility companies are listed below. If your rental contract requires your oil tank to be full prior to final clearance, arrange to have it filled before your inspection and have the receipt available to show your landlord.

Oil

If you live in a house that uses heating oil, the oil is usually paid in a lump sum when the tank is filled. You should have money from your utility allowance set aside for this cost as well. You should check with the landlord to determine if they will fill the oil tank prior to your move in or at least determine the tank's current level. You will be required to refill the tank to the agreed upon level when you terminate your quarters.

Oil is usually cheaper during the summer months so plan to fill your tank during that time. Also, you may be able to negotiate a cheaper price if you and your neighbors buy in bulk and have it delivered at the same time. Don't forget to check prices at several companies including AAFES prior to purchasing your heating oil.

Utility Companies

Gasanstalt Kaiserslautern- Gas Company KL

Bismarkstr. 14

Tel: 0631-8001-0

Fax: 0631-8001-148

Fax: 0631-8001-219

Technische Werke Kaiserslautern/Electric

Tel: 0631-7107-0

Pfalzwerke AG/Strom/Electric

Kurfuerstenstr. 29

67061 Ludwigshafen

Tel: 0800-797 77 77

Verbandsgemeinde Landstuhl-Gas/Water

Kaiserstr. 49

66849 Landstuhl

Tel: 06371-83-0

Fax: 06371-83-101

Verbandsgemeinde Ramstein/Electric, Gas and Water

Am Neuen Markt 6

66877 Ramstein-Miesenbach

Tel: 06371-592-301

Fax: 06371-592-333

Verbandsgemeinde Weilerbach

Rummelstr. 15

67685 Weilerbach

Tel: 06374-922-0

Fax: 06374-922149

Methods for Paying your Bill

1. For Automatic Withdrawal

Provide the following information and the company will have your authority to withdraw fees straight from your bank account: (Not every company has this option).

Name and German Address

Kundennummer (Customer Number)

Kontonummer (Bank Account Number) & Bankleitzahl (Bank Routing Number) of your Bank

Printed Name of Account Holder

Signature and Date

2. For Scheduled Bank Payments

Give the Community Bank/Service Credit Union the utility company's account information (sample below) and they will make scheduled payments from your bank account. (They usually charge a fee for this service).

Sample

Kaiserslautern: Stadtparkasse Kaiserslautern

- Kontonummer (account number) 127 027
- Bankleitzahl (bank routing number) 450 501 10

Average Utility Costs

Utility costs vary due to size and age of unit, number of persons residing in the unit and personal habits. Average monthly costs are:

Electric	Euro	100			
Gas (heat)	Euro	200			
Oil (heat)	Euro	200			
Water	Euro	40 per person			
Sewage	Euro	20	Trash	Euro	15 to 40
Heat maint.	Euro	15	Chimney Sweep	Euro	15 (Based on type of heat)

In Germany, utilities are normally based on estimated costs; meters are read once a year and final bills are provided annually. Utility costs have increased dramatically in the last year. Please ensure you understand all utility costs prior to signing a rental contract.

Furnishings and Appliances



Furnishings Management Office

Einsiedlerhof AS, Bldg. 720

DSN 489-6153/7284

Hours of Operation:

Mon-Thu 0700-14:30 (walk-in)

1500-1700 (appointments only)

Fri 0700-14:30 (walk-in only)

Sat-Sun Closed

To make your assignment more comfortable, our Furnishings Management Office (FMO) can provide temporary and permanent furnishings. Temporary furnishings can be issued to inbound personnel for up to 90 days or until your household goods arrive, whichever is earlier. For outbound personnel furnishings can be delivered up to 90 days prior to your departure. If your PCS is to the States, you may want to ship your household goods early, as stateside bases do not have loaner furnishings. Permanent furnishings include wardrobes, transformers, kitchen storage cabinets, microwaves and all appliances. These items may be issued for your entire tour. If you experience hardships, natural disasters, or other unforeseen difficulties, you may request an extension of loaner furnishings.

In order to provide quality service, a FMO counselor is available in the Vogelweh Housing Office as well as the Ramstein Satellite Office. A one-stop-shop!!

Utility Tax Avoidance Program (UTAP)

Ramstein Value Added Tax Office

Bldg 2122

DSN 480-5309

Pulaski Value Added Tax Office

Bldg 2917

DSN 489-7813

Kleber Value Added Tax Office

Bldg 3201/basement

DSN 483-1780

Landstuhl Value Added Tax Office

Bldg 3701

DSN 486-1780

Who is eligible?

U.S. Armed Forces members (military and civilian) under the Status of Forces Agreement (SOFA)

What is the utility tax rate in Germany?

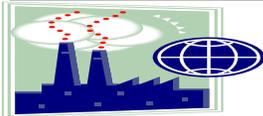
The utilities are taxed at 19 percent for electricity and gas, and 7 percent for fresh waters.
*Telephone bills, sewage, heating oil and garbage are not included in UTAP.

What role does the VAT Office Play?

Aside from providing tax-relief, the VAT office also acts as your security deposit with your utility companies. The VAT Office has a contractual agreement with your utility company which states the VAT Office will cover your unpaid bills. Due to this agreement, the utility companies waive any security deposit companies normally charge.

The cost of the utility VAT form has changed and is now based on rank. Please contact the VAT Office for more information.

Environmental Responsibilities for Off Base Residents



In 1993, Germany made recycling mandatory for all residents including US Forces. As American ambassadors and good neighbors, we all need to do our part to make this a successful program. Listed here are some of your recycling responsibilities. General requirements are given below. Burning leaves or any trash is forbidden. It is your responsibility to safely discard items which would have an effect on our environment.

OFF BASE RESIDENTS ARE NOT ALLOWED TO USE THE RECYCLING CENTER ON BASE AND ALL ITEMS MUST BE PLACED IN THE PROPER CONTAINER OFF BASE

Glass

All glass food and beverage containers and other glassware must be recycled. Do not place porcelain and ceramic items or light bulbs into the containers. The glass collection bins are not to be used for items such as windshields and mirrors. Please do not set oversized glass items or plate glass outside the glass collection containers. This becomes a safety concern for all children. Remove corks and lids before placing them in the glass domes. It is not necessary to remove labels.

Paper

Separately collected paper can be recycled into new paper and is therefore a contribution to conserving natural resources like water and wool.

What goes into the paper recycling container?

Newspapers, magazines, heavy cardboard, wrapping paper, gift wrap (no foils), books, envelopes, food packing materials out of paper or cardboard with and without the green dot. Put only clean paper into the paper container!!!

Compound materials like beverage cartons do not belong in the paper container but have to be put into the yellow bag! Wall paper shall not be placed into the paper container – it belongs in the residual waste container. Clean paper such as newspapers, magazines, egg-cartons, and cardboard must be recycled.

What Belongs in the Yellow Bag?

Plastics: foils, plastic bags, plastic bottles, yogurt or margarine containers, etc., foamed packing material, Styrofoam.

Metals: food cans, beverage cans, aluminum foil or – lids.

Compound materials: juice and milk cartons, materials for vacuum packing.

YELLOW BAGS CAN BE OBTAINED AT EACH VERBANDSGEMEINDEVERWALTUNG!

What Goes into the Residual Waste Container?

All non-recyclable, non-hazardous waste such as cigarette butts, sanitary items, used wall paper, coal – or pressed coal ashes, street sweepings, vacuum cleaner bags, light bulbs, diapers, etc.

What Goes into the Bio Container?

Garden waste such as leaves, lawn clippings, herbage, deceased plants. Kitchen waste like vegetable and fruit scraps, coffee and tea bags, egg shells, paper towels, bread, banana and citrus peels, food leftovers except meat or fish. Other organic waste like potted plants, nut shells, paper tissues, ashes in small amounts, feathers, newspaper or wrapped up food leftovers to absorb moisture, etc. Using the bio container note the following to avoid unpleasant surprises:

- Put only compostable material into the bio container
- Place the bio container into a shady location
- Wrap moist material in newspaper
- Use regular newspaper only
- Let the bio container dry off well after collection

Through composting organic waste from kitchen and garden a valuable fertilizer can be made for the vegetable – or ornamental garden. Composting is possible for every citizen with a garden. The other option is to use a bio container which is provided by the county.

Collection of Bulk Items

This collection is for all items that are too bulky to fit into the container for residual waste such as: furniture, rugs, big toys, lawn furniture, suitcases, etc.

Bulk items are collected twice a year. On the day of collection put your items outside next to the road ready for pick-up at 6 a. m. If you notice strange people looking at your bulk items don't be overly concerned. The practice is called "Junking" and people drive around looking for items they could use. For exact dates contact the Kreisverwaltung in your county. Dates are also advertised in the Kaiserslautern American paper.

Bulk Pick-Up Information

Kaiserslautern City

<http://www.kaiserslautern.de/Anwendung/WebGate/Wg.nsf/FrameByKey/PPRA-52VCMG-DE-p>

Kaiserslautern County

http://www.kaiserslautern-kreis.de/buerger/muelltipp_englisch/main_e.html

Kusel County

<http://www.landkreis-kusel.de/index.htm>

Pirmasens County

<http://www.suedwestpfalz.de/service.htm>

Donnersbergkreis (Sembach)

http://www.donnersberg.de/verwalt/abt_7/ansprehp.htm

Electrical Appliances

These items have to be collected separately due to their hazardous contents.

Small Electrical Appliances

Appliances smaller than a shoe carton can be dropped off at the “Umweltmobil”. This vehicle stops at a certain location within your community for pick-up once a month. Please contact the county administration Kaiserslautern for time and location.

Large Electrical Appliances

Appliances larger than a shoe carton are picked up by subcontractors. Please call (0631-7105-319).

Provide the type and number of appliances to be picked-up. Also state your address and name in order to contact you regarding a collection date. You then will receive a post card listing the date of pick-up. Items that will be picked-up:

- All types of refrigerators and freezers
- Electrical stoves, dishwashers, washers, dryers, etc.
- Stereo equipment, computers, video equipment
- Televisions, computer monitors
- Microwave ovens, electrical lawn mowers, electrical tools
- Electrical heaters only after checking with the Kreisverwaltung Kaiserslautern.

Residents who live Off Base and are PCS'ing may provide a copy of their PCS orders to be able to use the On Base Recycling Centers

Ramstein (Across the street from Burger King)

480-4191
06371-47-4191

Sembach (Past Dental Clinic down the hill)
496-6392
06302-67-6392

Kapaun (Behind Vehicle Processing Center)

Helpful Hints

Oven Temperatures:

Electric Ovens	Gas
225F – 110C	1/4
250F – 120C	1/2
275F – 135C	1
300F – 150C	2
325F – 165C	3
350F – 175C	4
375F – 190C	5
400F – 205C	6
425F – 220C	7
450F – 230C	8
475F – 245C	9

Square Meter (SM) Conversions

1 SM = 10.76 SF
90 SM = 968 SF
120 SM = 1291SF
140 SM = 1506 SF
160 SM = 1721 SF
190 SM = 2044 SF

Liquids

American	Metric
1 teaspoon	5 ml
1 tablespoon	15 ml
1 fluid ounce	30 ml
1 cup	240 ml
1 pint	470 ml
1 quart	950 ml
1 gallon	3.8 l

ml = milliliter, l = liter

11 September 2007

FROM: 435 ABW/JA

SUBJECT: Handling Procedure for GEZ Letters

1. Germany requires television and radio users to pay a fee (commonly known in the US military community as the "TV tax") to support the German public broadcasting stations. The *Gebühreneinzugszentrale* (Central Office for Fee Collection), better known as "GEZ", is the agency responsible for collecting this "TV tax."

2. US Forces personnel stationed in Germany under the NATO Status of Forces Agreement are exempt from payment of this fee. If you receive a notice from GEZ, you must comply with the following procedure to avoid payment of the fee:

a. Fill out the attached Statusbescheinigung/Verification of Status and have it signed/stamped (if stamp is available at unit) by either your unit commander, first sergeant or your personnel office. This verifies that you enjoy NATO SOFA status.

b. Mail (from a German Post office) the following documents

- (1) The Statusbescheinigung/Verification of Status and
- (2) The original GEZ letter

to: An die, GEZ Köln, 50656 Köln. You can also use the return envelope you may have received from the GEZ office.

Returning the original GEZ letter is necessary to provide the proper reference number to GEZ. You will not be reimbursed for the cost of mailing the letter to GEZ.

3. If you have any questions, please contact the Host Nation Liaison Office at 480-2552.

Note: This handling procedure supersedes all instructions previously released by this office.

//S//

JEFFREY P. RUDE, Colonel, USAF
Staff Judge Advocate

An die
Gebuehrenzentrale
der oeffentlich-rechtlichen Rundfunkanstalten
in der Bundesrepublik Deutschland (GEZ)

50656 Koeln

STATUSBESCHEINIGUNG / VERIFICATION OF STATUS

Name, Vorname/
Last Name, First Name

Geb.Dat./Date of Birth

Strasse/Street

Wohnort/Village

**ist ein Mitglied/ein Angehoeriger eines Mitgliedes einer Truppe/eines zivilen
Gefolges einer Truppe//is a member/a dependent of a member of the forces/of the
civilian component of the force**

seit/since

Ort der Ausstellung/
Unit Address

Tag der Ausstellung/
Date Signed

Unterschrift des
ausstellenden Beamten/
Signature of
verifying person/authority

Stempel/
Stamp
(if available)